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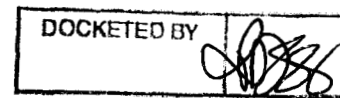
BRENDA BURNS
COMMISSIONER

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Memo

Arizona Corporation Commission
DOCKETED

AUG 1 2011



To: Arizona Corporation Commission, Docket Control

From: Office of Commissioner Brenda Burns

CC:

Date: July 28, 2011

Re: Arizona-American Water; Docket # W-01303A-10-0448

Commissioner Burns' office has received more than 100 computer generated email communications from Surprise residents advocating against Arizona-American Water's position in the above referenced case.

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July 28, 2011

Re: Arizona-American Water rate case; Docket #W-01303A-10-0448

Thank you for your email expressing your concerns about the Arizona-American Water rate case pending before the Corporation Commission (ACC). We have received many comments regarding this case. While we would prefer to answer each one individually, it is unfortunately not possible. However, we do read each one so the points that are expressed in your correspondence are definitely noted by Commissioner Burns. You can track the case's activity and progress by visiting the Commission's e-Docket website, <http://edocket.azcc.gov/edocket/> and entering the docket number that is referenced above.

Commissioner Burns will monitor the case, throughout its lengthy process. She appreciates consumers taking the initiative to voice their opinions on proposals presented by regulated utilities. The input from consumers assists her in developing pertinent questions during the hearings and in her full consideration and final determination based on the merits of the case.

The rate case process involves public hearings followed by an administrative law judge issuing a Recommended Opinion and Order (ROO) to the commissioners. The case's intervenors including the Residential Utility Consumer Office (RUCO), the Water Utility Association of Arizona and the Verrado Community Association, will have an opportunity to be heard.

Once the ROO has been issued, the case will be presented to the commissioners at an open meeting for an ultimate decision. Although we cannot be sure about the time frame, the Commissioners could possibly decide this case somewhere around December 2011.

Commissioner Burns is looking forward to attending the Public Comment session, regarding this case, to be held in Surprise on Monday, August 22, 2011 at 6:00 pm. The meeting will take place at the Sonoran Plaza at 19753 N. Remington Drive, Surprise, AZ 85374.

Please be aware that this document, and all correspondence related to the case, will be docketed. Thank you again for taking the time to be a part of this important process.

Sincerely,

Thomas Galvin
The Policy Advisor to Commissioner Brenda Burns